

Kentucky State Action Plan:

Since Kentucky already has a coordinated HSTD program, the state is now looking at expanding its HSTD program and bringing in more services and partners. Under the proposed action plan for HSTD expansion, the following recommendations are made:

“Continue to coordinate with the Kentucky Works Program and Aging Services to be brought into the HSTD Coordinated Network as originally proposed in the 1996 Millman and Robertson Study and the 1997 Deloitte and Touche Business Plan. This network of coordinated human service transportation could dramatically improve services for the Commonwealth’s transportation disadvantaged while helping to achieve the following goals for Kentucky:

Coordination of scattered programs working with the same purpose;

Bringing together of scarce resources; Administrative efficiency; Simplified rules and access;

Improved service delivery; Expanded services; and Cost savings and/or containment.

Entities included: The Coordinated Transportation Advisory Council (CTAC), the Governor’s office, Department for Medicaid Services, Aging, Mental Health/Mental Retardation, Department for Community Based Services, The Department for Workforce Investment, Education Cabinet, Legislative Research Commission, and possibly the Appalachian Regional Commission. Federal Coordinated Technical Assistance Teams could be utilized as well as the Framework for Action plan. State Coordination grant funds would also be sought.”

In addition, Kentucky is looking at improving technology to move Coordination to the next level. HSTD regional brokers have immediate access to state eligibility screens and are using individual software scheduling and dispatching programs. In conjunction with a state ITS program, Kentucky will be looking at making the current technology more consistent around the state.

FRAMEWORK FOR ACTION:

Under the Framework for Action, Kentucky will be concentrating on Section 2, “Taking Stock of State Needs and Moving Forward” and on Section 5, “Using Technology to Move Coordination to the Next Level.” This grant will help Kentucky to continue moving forward.

2. Briefly describe the state's mission as it relates to the coordination of human service transportation.

Mission

“We envision a transportation network that fulfills the needs of the citizens of Kentucky. The network will promote accessible transportation in all areas of the state. The network will combine the transportation resources of participating governmental agencies and private sector providers and will be structured so that it is effective, efficient, and easily administered. Services will be provided in a cost-effective manner, utilizing a rate structure that provides controls to discourage abuse and encourage expansion of services. Administration of the network will include continuous monitoring and evaluation of performance, including: Accessibility, Timeliness, Safety, Cost, Provider Accountability And Customer Satisfaction.”

The regulation governing Kentucky’s Human Service Transportation Delivery Program (HSTD) states the following regarding its purpose:

603 KAR 7:080. Human Service Transportation Delivery.

NECESSITY, FUNCTION, AND CONFORMITY: 49 USC Chapter 53 authorizes the formation and funding of human service transportation deliveries to transportation providers. KRS 96A.095

allows the Transportation Cabinet to accept funding to promote and develop mass transportation services in Kentucky. For the purpose of providing efficient, effective, safe, and coordinated transportation delivery to clients of the program groupings the Empower Kentucky Transportation Delivery work group recommended that a single agency be responsible for the transportation component of the programs. The function of this administrative regulation is to implement the procedures required to administer this program. Since many of the transportation providers are required by federal law or regulation to comply with safety and accountability procedures and the Transportation Cabinet is authorized in KRS 281.600 to establish safety criteria for a commercial transportation provider, all of the transportation providers, except a volunteer transportation provider, which receive funding under the provisions of this administrative regulation shall be required to comply with the same safety and accountability requirements.

The implementation of a redesigned transportation network was imperative for several reasons. The former transportation delivery processes were fragmented, increasingly costly, and vulnerable to fraud and abuse. Additionally, Kentucky's welfare reform initiative required increased transportation services for recipients. With the welfare reform changes required, transportation needs for TANF recipients were expected to double. Finally, transportation services were not readily accessible statewide, particularly in rural communities. Non-emergency Medicaid transportation was provided under a "voucher system" where the local state offices issued trip vouchers to enrolled transportation providers. There were no quality control mechanisms in place to ensure the provision of safe and quality transportation for recipients. With no monitoring of providers or services, non-emergency Medicaid transportation costs had risen at a rate of 17.9% to 37% over a five-year period. An actuarial

study conducted in 1996 stated that costs were conservatively estimated to increase by 20% a year, resulting in a projected cost of \$69 million by FY 2002.

Overview

The Human Service Transportation Delivery (HSTD) Program began operations in June 1998 and provides non-emergency medical transportation services to eligible Medicaid recipients, and persons under the Temporary Assistance for Needy Families (TANF) program are transported to interviews, job training, jobs and daycare centers for their children. This program also encompasses Vocational Rehabilitation and Office of the Blind transportation services under the Department of Workforce Investment. (The TANF program is not involved in the HSTD program at this time because of budgetary constraints). The HSTD program is coordinated with KY's Public Transit program and the Office of Transportation Delivery oversees both HSTD and Public Transit programs.

– Objectives of HSTD Program

- improve access to medical care and job training
- reduce the rate of growth in expenditures
- prevent unnecessary/inappropriate utilization
- contain costs and reduce administration costs
- provide access to quality service for recipients
- offer mobility options for older Americans
- provide better transportation payment/reporting mechanism

The Human Service Transportation Delivery program provides a number of benefits to eligible transportation recipients. The program has enhanced the quality of transportation services by requiring random drug and alcohol testing and improved vehicle maintenance standards. Background checks are

performed on drivers participating in the program. More services are now provided to the public and improved access to medical care, social services, and job training is being achieved. Even with the increased monitoring and reporting procedures, costs have been contained. under 50 million since FY 2002. Coordination has been the cornerstone of Kentucky's efforts to contain costs through efficiency. Kentucky is known throughout the nation for its coordinated efforts. Research report TCRP 91 "Economic Benefits of Coordinating HSTD and Transit Services" denotes KY's successful coordination efforts.

A total of ten (10) regional statewide transportation brokers are responsible for coordinating, subcontracting and monitoring transportation services as well as accessing the eligibility data of recipients. The Transportation Cabinet, the lead agency for this project, is tasked to oversee and properly monitor the functions of the HSTD.

3. Describe the level of coordination/collaboration with state agencies and any other partners (e.g. providers, consumers, private for profit, non-profit organizations, or government).

Current partners include the Transportation Cabinet, the Cabinet for Health and Family Services (CHFS), and the Education Cabinet/Department for Workforce Investment (DWI). The CHFS represents Medicaid and Welfare to Work Programs. DWI represents the Office of the Blind and the Office for Vocational Rehabilitation. The Legislative Research Commission, on behalf of the State Legislature, conducts periodic reviews of the HSTD program.

With this grant, we are seeking to expand the partnership to include the Aging and Veterans Groups.

A Coordinated Transportation Advisory Committee, made up of members of the participating Cabinets, oversees the HSTD Program.

CTAC duties and responsibilities shall include:

- (a) Providing information and assistance to the cabinet;
- (b) Reviewing and recommending policies and operating procedures to the cabinet; and
- (c) Serving on broker evaluation committees, if designated, in accordance with KRS Chapter 45A.

In addition, an Executive Quality Management Committee (EQMC), consisting of the Office of Transportation Delivery (OTD) and Department for Medicaid Services (DMS) and Department of Workforce staff, is set up to:

- Develop, implement and maintain written policies and procedures consistent with Medicaid requirements, and;
- Provide a clear understanding of all necessary functions to administer the HSTD NEMT Program.

The EQMC has developed a Quality Improvement Plan (QIP) to guide the Office of Transportation Delivery (OTD) and the Department for Medicaid Services (DMS) in working to achieve meaningful and long-term improvements to the HSTD program.

4. Briefly describe how the state action plan will meaningfully involve consumers in the development and implementation of human service transportation grant activities.

Currently, the monthly CTAC meetings are advertised and open to the general public. CTAC is also posted on the Transportation website. The State Legislature will be updated on all expansions or changes in the HSTD program. State holder meetings will be held regarding HSTD expansion as they were in the beginning of the HSTD program. Public hearings will also be held throughout the state. In conjunction with the State Action Plan, the Transportation Cabinet will hold meetings in the two demo HSTD regions. During the stakeholder meetings, feedback from the Aging and Veterans

Group representatives will be solicited. The TARC United We Ride Steering Committee shall host meetings in the Louisville area and include transportation staff. The EQMC shall solicit feedback from the transportation brokers and providers on the proposed technological enhancements.

5. Submit a narrative of proposed project activities that includes a project time-line with deliverables, milestones, and evaluation plan. Briefly describe how these activities related to the state's action plan and the Framework for Action.

Proposed Project:

The Kentucky Transportation United We Ride Proposed Implementation Grant is divided into three parts:

- (1) Implement a demo project involving two HSTD Regions bringing in two partners:
The Aging and Veterans Groups
- (2) Support the United We Ride Steering Committee's ongoing activities in the
Louisville/Transit Authority of River City
- (3) Expand the HSTD technology base.

Part 1 -Project Timeline/Milestones:

Demo two HSTD Regions.

- (a) Upon grant approval., the Executive Quality Management Committee will research and analyze statewide elderly, disabled and veteran groups to determine the region with the highest transportation need. Transportation shall meet with other state agencies involving the new partners.
- (b) (One month after grant approval) EQMC will select two Regions, one in western Kentucky and one in Eastern Kentucky to demo the two new Programs.
- (c) Within six months of the grant approval, Transportation shall form an agreement with the other state agencies involving the two demo projects. Transportation amends the respective HSTD Broker contract adding the demo projects to the coordinated service agreement.

- (d) The Office of Transportation Delivery staff along with the EQMC and CTAC shall make monthly progress reports and evaluate state impact the demo projects have on the HSTD Program.
- (e) Conduct follow-up meetings with the new State agencies and determine when the remaining regions can be transitioned with the new programs.

Part 2 -Project Timeline/Milestones for United We Ride Steering Committee.

- (a) Transportation staff shall join the TARC/United We Ride Steering Committee and be active in their UWR activities
- (b) Upon approval of the UWR grant, the Office of Transportation Delivery staff shall review progress reports and assist in the implementation of solutions overcoming coordinated transportation barriers in the Louisville area.

Part 3 – Expand technology Project Timeline/Milestone

- (a) Immediately (upon grant approval) expand on current technology such as extend on real time pickup/schedules/manifest for recipients between State/Broker/Subcontractor
- (b) Immediately (within the first six months of grant approval) have online access to new HSTD policies and regulations

6. Describe a plan for evaluation of the implementation activities outlined in the proposal. Submit a narrative of your proposed project and a budget that includes line items.

Part 1 – Monthly Evaluations will be required on the two demo projects for the Aging and Veterans Groups. Based on the evaluations, other regions shall be transitioned in with the two new Programs.


Part 2 – Review progress reports of the UWR Steering Committee and make quarterly recommendations. Assist in the implementation of the Coordinated Services in the Louisville area.

Part 3 – Evaluate the technological improvements. Solicit feedback from the Brokers on the online service of new policies and regulations and the real time access between the State/Broker/Subcontractor on trip schedules or driver manifest.

7. Submit a budget that includes a line by line itemized budget and a budget narrative.

Public hearings, training of the network, coordination, and implementation (Additional Partners) of grant funds will be used to expand the current Human Service Transportation Delivery coordinated network. Additional partners will be sought and added to the existing structure. In addition, technology will be evaluated to determine the best usage of current and newer technology. Forty thousand dollars (\$40,000) is dedicated for expanding partnerships and coordination, Twenty-five thousand dollars (\$25,000) will be dedicated to enhance states technology, and Ten thousand dollars (\$10,000) will be dedicated to the TARC UWR steering committee activities.

Budget:

Training, Coordination, Implementation (Additional Partners) For two HSTD Regions for Demo	\$40,000
Implement New Technology	\$25,000
Steering Committee United We Ride (TARC) Louisville area	<u>\$10,000</u>
TOTAL	

8. Submit letters of support from state agencies, the Governor and other stakeholders.

See scanned copies of three support letters: The Kentucky Health and Family Services, Medicaid Department, the Education Cabinet Vocational Rehab, and Transit Authority of River City (TARC). Other support letters can be provided upon request.

**Kentucky Transportation Cabinet
United We Ride Grant Proposal**